

Example Complaint Letter for Malfunctioning Washing Machine

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Manufacturer's/Retailer's Name]

[Company Address]

[City, State, ZIP Code]

Subject: Complaint Regarding Malfunctioning Washing Machine (Model [Model Number], Serial Number [Serial Number])

Dear [Manufacturer's/Retailer's Name or Customer Service Manager],

I am writing to bring to your attention a recurring issue with a washing machine (Model: [Model Number], Serial Number: [Serial Number]) that I purchased from your store on [Purchase Date]. Since the purchase, the machine has been experiencing the following problems:

- Frequent breakdowns during operation
- Inadequate cleaning and rinsing performance
- Unusual noises and vibration
- [Include any other specific issues you have encountered]

I have followed all recommended usage and maintenance guidelines as stated in the user manual. After the problems began, I contacted your customer service on [Date(s)] and a technician was sent on [Date(s)]. Despite these efforts, the issues persist and remain unresolved.

I kindly request that this matter be resolved as soon as possible. I would appreciate either a thorough repair, a replacement of the washing machine, or a full refund, as per the terms of the warranty and consumer protection laws.

Please contact me at your earliest convenience to confirm how you will address this problem. I look forward to your prompt response and a satisfactory resolution.

Sincerely,

[Your Name]